

HARBORCREEK YOUTH SERVICES
PERFORMANCE AND QUALITY IMPROVEMENT PROGRAM
2017 – 2018 IMPROVEMENT CYCLE

AGGREGATED DATA COLLECTION REPORT		
Case #: HR004	COMMUNITY STAKEHOLDER SATISFACTION SURVEYS: STAFF SATISFACTION SEPTEMBER, 2017	Data Source: RESPONDENTS
Performance Area: MEASUREMENT OF STAFF SATISFACTION		Data Collection Method: SURVEY RESEARCH

SECTION I: HOW DO YOU RATE THE AGENCY?	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR
1. Respect for individual staff members.	20%	41%	25%	13%	1%
2. Concern for well-being of employees.	29%	30%	16%	16%	9%
3. Providing training necessary to do your job.	23%	32%	23%	17%	4%
4. Providing career opportunities.	9%	26%	23%	23%	19%
5. Open communications.	12%	26%	29%	26%	7%
6. Promoting innovation.	17%	23%	35%	22%	3%
SECTION II: HOW DO YOU RATE YOUR SUPERVISOR?	STRONGLY AGREE	SOMEWHAT AGREE	NEITHER AGREE/DISAGREE	SOMEWHAT DISAGREE	STRONGLY DISAGREE
1. Acts effectively as a leader.	46%	31%	12%	7%	4%
2. Encourages teamwork in problem solving.	51%	22%	13%	13%	1%
3. Ensures that his/her instructions are clear, understandable and complete.	43%	35%	13%	6%	3%
4. Treats all subordinates fairly.	47%	31%	10%	5%	7%
5. Shows commitment to the job.	58%	20%	6%	12%	4%
6. Encourages me to be my best.	57%	21%	15%	4%	3%
7. Listens to my concerns.	60%	18%	12%	7%	3%
8. Asks “why” to gain knowledge and understanding.	44%	30%	17%	6%	3%
SECTION III: HOW DO YOU VIEW THESE STATEMENTS?	STRONGLY AGREE	SOMEWHAT AGREE	NEITHER AGREE/DISAGREE	SOMEWHAT DISAGREE	STRONGLY DISAGREE
1. The agency provides quality services.	46%	42%	8%	3%	1%
2. Staff are prepared to respond to natural disasters and other emergencies.	21%	39%	23%	14%	3%
3. The agency is concerned about safety.	48%	35%	11%	5%	1%

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4. The agency understands and shows appreciation for the effort put forth by staff.	32%	35%	15%	7%	11%
5. My job requirements are clear.	44%	48%	8%	0%	0%
6. My job makes a difference in the lives of others.	57%	35%	6%	2%	0%
7. My job makes good use of my skills and abilities.	56%	33%	7%	2%	2%
8. My work gives me a feeling of personal accomplishment.	54%	27%	14%	3%	2%
9. I am optimistic about the future of the agency.	44%	30%	14%	8%	4%
10. I would recommend Harborcreek Youth Services as a good place to work.	47%	30%	15%	6%	2%

- Overall, 2017 staff satisfaction at 80%
- Agency achieved a 60% survey return rate